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## Innovative Endeavors

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Posted: ledDept: S.A.Date: 9/24/09Time: 1:05

September 24, 2009

The Office of Regulatory Staff  
Department of Consumer Services  
1401 Main Street Suite 900  
Columbia SC 29201

RE: Docket Number 2009-395-C

Dear Department of Consumer Services:

The issue has been resolve with BellSouth Telecommunication, Inc. d/b/a AT&T South Carolina. My testimony is that I had sent in a contract dated the July 31<sup>st</sup>. For some reason on AT&T side it was not submitted. When I call to find out why they stated they didn't have the contract and could I send it in again. They try to hold me to the date that the contract was fax in on August 31<sup>st</sup> as the date the contract began. That was the problem because on the contract it was July 31<sup>st</sup>. The customer service rep. Was trying to hold me to Aug 31<sup>st</sup> and I stated that was not correct.

I spoke with a representative of the company and she said that she agrees with my complaint and they recently let me out of the contract that I had with them and waived all fees.



Shannon Forte  
Office Manager  
Innovative Technology

cc: Public Service Commission of SC  
101 Executive Center Dr.  
Columbia SC 29210RECEIVED  
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